Tools for Remote/Distance Learning
Panel Discussion
August 30, 2012
10:30 AM – 12:00 PM

Firm Information

<table>
<thead>
<tr>
<th>Munsch Hardt Kopf &amp; Harr, P.C.</th>
<th>Seyfarth Shaw LLP</th>
<th>Sidley Austin LLP</th>
<th>Holland &amp; Knight</th>
</tr>
</thead>
<tbody>
<tr>
<td>114 Attorneys</td>
<td>750 Attorneys</td>
<td>1,700 Attorneys</td>
<td>1,000 Attorneys</td>
</tr>
<tr>
<td>210 Total</td>
<td>1,600 Total</td>
<td>3,600 Total</td>
<td>2,000 Total</td>
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<tr>
<td>3 Offices</td>
<td>11 Offices</td>
<td>18 Offices</td>
<td>22 Offices</td>
</tr>
<tr>
<td>1 Trainer</td>
<td>2 FT Trainers / 6 PT Trainers</td>
<td>12 Trainers</td>
<td>4 Trainers</td>
</tr>
</tbody>
</table>

Jenn Anderson-Logas
Learning Services Manager
Munsch Hardt Kopf & Harr, P.C.
114 Attorneys
210 Total Firm Personnel
3 Offices
Training Department of 1
What Issues Were You Trying to Solve?

Tweet #USSPG4

What Issues Were You Trying to Solve?

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What Issues Were You Trying to Solve?

Tweet #USSPG4

9 am WorkSite

10:30 am Word

1:00 pm DocXtools

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10:30 am Word

1:00 pm DocXtools

What Issues Were You Trying to Solve?

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Tweet #USSPG4 Tweet #USSPG4 Tweet #USSPG4 Tweet #USSPG4
What Issues Were You Trying to Solve?

What Features Were Important?

- Cost
- Only Need to Connect Three PCs
- Quality of Screen Display

Which Solution Did You Select?
What Were The Lessons Learned?
Irene Metcalf
Technology Services Group Training Manager

Seyfarth Shaw LLP
750 attorneys
1,600 total firm personnel
11 offices
2 FT Trainers / 6 PT Trainers

What Issues Were You Trying to Solve?

• More than a webinar . . .
• Maximize number of continuing education classes offered
• Minimize trainer commitment
• Provide “personal touch” to students in other offices
What Features Were Important?

- Monitor student desktops across offices
- Capable of assisting student remotely
- Ease of use
- Share /collect documents across offices
- Multiple class capable in same timeframe
- Flexible instructor location

Which Solution Did You Select?

- AT&T Teleconference services for webinar and teleconference
  - Already in place in the Firm
  - Used as our only remote tool before NetSupport School
- NetSupport School
  - No other solutions found comparable to the features of NetSupport School
What Were The Lessons Learned?

• Patience – determine options and settings that work best for Firm needs
• Equipment – set up that works best for display and instructor use
  – Adapter to display on projection screen and both monitors
  – Dual monitors for instructor mounted on arms
• Overall Vision
  – Now, and in the future

Alan Rosenstein
Technology Training Manager
Sidley Austin LLP
1,700 attorneys
3,600 total firm personnel
18 offices
12 staff in training dept
**What Issues Were You Trying to Solve?**

- Expand learning opportunities for our users
- Leverage expertise of training team
- Flexibility for rollout training in smaller offices
- Ability for ‘last minute onboarding training’
- Beyond just Technology Training
- Ability to extend video conferencing to our clients
- Ability to track costs

**What Features Were Important?**

- Solution that could be used for a variety of needs across the firm
- Works with existing desktop and infrastructure
- Support for Video
- Accessible outside the Sidley network
- Variety of features available through multiple products
- Recording capability
- Cost Tracking
Which Solution Did You Select?

Lessons Learned

• Practice and preparation is key!
• Set the stage & rules up front
• Beware of technical ‘gotchas’
What Issues Were You Trying to Solve?

What Features Were Important?
- Content and Screen Sharing
- Flexible Interface
- Persistent Meeting Rooms
- The ability to record meetings
- Secure Internal/External Participation & Tracking
What Were The Lessons Learned?

- Successful remote training requires teamwork:
  - Assistance from Local IT
  - Coordination with local Business Manager
  - Support from HR

Q & A / Discussion

Product Information

- Go To Meeting
  http://www.gotomeeting.com/tec/web_conferencing_comparison

- NetSupport School
  http://www.netsupportschool.com/index.asp

- Deep Freeze
  www.faronics.com

- Mobile Training Room
  www.schooloutfitters.com

- Adobe Captivate and Adobe Connect
  www.adobe.com

- Webex
  www.webex.com
Thank You

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